

## LOCATIONS:

### Roseville Office:

101 Cirby Hills Drive  
Roseville CA 95678  
916-787-8808  
Monday–Thursday, 8:00 a.m. to 12:00  
and 1-5  
Fridays 8-1

### Auburn Office:

11512 B Avenue  
Auburn CA 95603  
530-889-7240  
Monday–Thursday, 8:00 a.m. to 12:00  
and 1-5  
Fridays 8-1

### North Lake Tahoe Services:

**Sierra Family Services**  
2690 Lake Forest Dr.  
Tahoe City CA 96145  
530.581.4054

## PLACER COUNTY ADULT SYSTEM OF CARE (ASOC)



## PROGRAM INFORMATION BROCHURE

## IMPORTANT CONTACTS

**Adult Intake & Crisis Response**  
**1-888-886-5401**  
(Toll-free – 24 hours/day)  
(916)787-8860

Patient's Rights Advocate  
11716 Enterprise Dr.  
Auburn, CA 95603  
(530) 886-5419

Family & Friends Coordinator  
(916) 787-8832

***For a psychiatric emergency or to  
report elder or dependent adult  
abuse call:  
(916)787-8860 or 1-888-886-5401***

**To obtain this brochure in Spanish  
call:**  
*Placer County ASOC*  
(916) 787-8808

**Para obtener este documentos en  
espanol comiquese con:**  
*Unidad para Cuidado Administrativo de*

## ASOC STATEMENT

ASOC partners with agencies in Placer County to assist adults and older adults achieve their optimal level of self-sufficiency and independence by providing mental health services, substance abuse treatment, and in home support services. Older and dependent adults are protected through investigations, case management, and the conservatorship process as necessary.

## OBTAINING SERVICES

Most services can be obtained through your current caseworker; however, if you are not currently receiving services within the Adult System of Care, you may request services by calling 1-888-886-5401 or (916)787-8860.

## SERVICES AVAILABLE

The following is a list of services available for adults. All services are “needs-based.” Some services have income eligibility requirements.

- Adult Protective Services
- Assessment of individual needs
- Authorization for Medi-Cal Mental Health Services
- Information for Community Resources
- In-Home Supportive Services
- Mental Health Support Services
- Mental Health Crisis Response
- Psychiatric Medication Services
- Substance Abuse Treatment Services
- Suicide Intervention

## **SERVICES AVAILABLE**

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The following is a partial listing of services available for adults. All services are “needs-based.” Some services have income eligibility requirements.

**Crisis Services** – Providing urgent out-patient and inpatient evaluation and stabilization for emotional/behavioral problems.

**Mental Health Services** – Including assessment, brief therapy, case management, and medication support.

**Substance Abuse Services** – Providing education and treatment for substance abuse.

**Adult Protective Services** – Investigation and response for the neglect and abuse of the elderly and disabled.

**In-Home Supportive Services** – Assistance to the elderly or disabled with activities designed to keep them in their own homes.

**Public Guardian/Conservator** – Assumes responsibility for the person (medical/health-related decisions) and the estate (financial matters) of individuals who are deemed “gravely disabled.”

## **RIGHTS & RESPONSIBILITIES**

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### **You are entitled to:**

- Be treated with consideration and respect;
- Have your services provided in a safe environment;
- Participate in the planning of your services and treatment;
- Request a change of case manager or therapist;
- Receive interpreter services as needed free of charge. Family members will not be expected to interpret or provide an interpreter.
- Receive services that are sensitive to cultural differences, religious preferences, sexual orientation, or disabilities.

### **If you are receiving Mental Health Services through Medi-Cal, you are entitled to:**

- Choose your therapist, when possible (a list is available by calling the Placer County SOC Managed Care Unit).
- Request a second opinion to determine medical necessity for services.

### **You have the responsibility to:**

- Exhibit considerate and respectful behavior to staff and providers.
- Respect the rights, property and environment of all staff, providers and other clients.
- Provide complete, accurate information.
- Keep appointments on time and if unable to do so, notify the service provider.

## **PROBLEM RESOLUTION**

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If you are dissatisfied with your service, you may file a grievance/appeal at any time. You may file for a State Fair Hearing at any time before, during or after the complaint resolution process and whether or not the problem resolution process is used. You will not be subject to any penalty or discrimination for filing a complaint or grievance and you may appeal the decision.

### **GRIEVANCE/APPEAL:**

- You are encouraged to discuss issues regarding your services directly with your case manager or service provider.
- If you cannot resolve the issue through your case manager, you should ask to speak to the case manager’s supervisor or program manager.
- You may call the S.O.C. Managed Care Unit or the Patient’s Rights Advocate to file an informal complaint at any time.
- You can call or write a letter to the S.O.C. Patient’s Rights Advocate to file a grievance/appeal at any time.
- You may obtain an official grievance/appeal form at

[www.placer.ca.gov/adultservices/forms](http://www.placer.ca.gov/adultservices/forms)

## **MEDI-CAL** **STATE “FAIR HEARINGS”**

- If you receive Medi-Cal and you disagree with the denial, reduction or termination of your Medi-Cal Mental Health Services, you may file for a State Fair Hearing within 90 days of the completion of the problem resolution process. To keep services in place while waiting for the hearing, the request must be within 10 days of the decision.
- Instructions on filing for a State Hearing are available on the *Notice of Action* form that will be sent to you when the service is denied, reduced or terminated. If you do not receive a Notice of Action form, you may obtain the State Hearing form by calling the S.O.C. Managed Care Unit or the Patient’s Rights Advocate.

### **STATUS OF COMPLAINTS:**

- You can find out the status of your grievance/appeal by calling the Quality Improvement Coordinator at (530) 886-5440.

## **OUR SERVICE APPROACH**

In order to provide the best possible services to our clients, our staff will work together and work with you to meet your needs.

## **PRIVACY**

Our policy and practice is to respect your right to privacy. In order to provide your services, we may share information as needed within our agency. However, we will request your written permission to share information with outside agencies